

# FAMILY SERVICES PRACTITIONER POSITION DESCRIPTION

## FAMILY SERVICES EASTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.



## Position details

<b>Position Title</b>	Family Services Practitioner
<b>Program</b>	Family Services Program
<b>Classification</b>	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Engagement</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	Not Applicable
<b>Location</b>	Eastern Region
<b>Reporting Relationship</b>	This position reports directly to Team Leader, Family Services
<b>Effective date</b>	April 2022

## Overview of program

The Anglicare Family Services Program is funded by the Department of Families, Fairness and Housing (DFFH) to deliver a range of interventions to vulnerable children, youth and families. Many of these families have long histories of involvement with child protection and community agencies, and require flexible and innovative interventions to address their needs to support their safety and wellbeing.

Family Services aims to increase the safety and wellbeing of children and young people and prevent them from entering the child protection system. Family Services aims to support parents to ensure the social, emotional, educational, health and developmental needs for their children.

The Family Services program covers the outer-east catchment (Yarra Ranges, Maroondah and Knox local government areas) and consists of a range of programs including Family Services, Family Preservation and Reunification Response and SafeCare.

## Position Objectives

List the Key Deliverables/Objectives of the worker.

Focus on the Objectives of the role rather than the Day to Day duties

1.	Actively engage children, youth and families referred to the program
2.	Provide interventions that improves the outcomes of the family, particularly the safety and wellbeing of children and young people.
3.	Undertake regular risk and needs assessments, using relevant and contemporary theory and frameworks
4.	Partner with the family and the care team to develop and review action plans aimed at improving outcomes
5.	Support the family's connection with formal and informal supports and services in the community
6.	Meet program, policy and legislative requirements in the program, such as consultations with Child Protection

## Key responsibilities


The key responsibilities include but are not limited to:

Focus on the day to day duties:

1.	Actively engage (including outreach visits) children, young people and families, including those who may be resistant, by being flexible, responsive, strengths-focused and creative
2.	Conduct risk and needs assessments using relevant and contemporary frameworks, theory and practice models
3.	Provide case management and direct interventions (including parenting development) to achieve agreed goals
4.	Link families to the community supports they require and promote a collaborative care team around the family
5.	Consult with other professionals as required, such as Child Protection and the Aboriginal Liaison Worker
6.	Actively contribute to a positive and learning culture and participate in reflective practice.
7.	Fulfil program requirements regarding case recording, data collection, registration standards and other requirements

## Key Selection Criteria

What you are looking for in your successful applicant in terms of nonnegotiable qualifications or experience:

 <p>Role Specific</p>	<ol style="list-style-type: none"> <li>1. A relevant tertiary qualification in Social Work, Psychology and/or related behavioural science at a degree level; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at the required level.</li> </ol>
	<ol style="list-style-type: none"> <li>2. A good understanding of the social context of child abuse and neglect and experience in applying relevant theoretical approaches to deliver outcomes.</li> </ol>
	<ol style="list-style-type: none"> <li>3. Experience in active engagement of vulnerable children, youth and families and delivering a range of interventions to improve their outcomes</li> </ol>
	<ol style="list-style-type: none"> <li>4. Experience in conducting risk and needs assessments, and developing and implementing action plans</li> </ol>
	<ol style="list-style-type: none"> <li>5. Skills in case management, including developing community linkages</li> </ol>

## Key Selection Criteria (continued)

### a) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.



## Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

## Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.
- In line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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